How do I Request a Service?

Step 1. Login with your MAC ID at https://ipacs.mcmaster.ca
Step 2. Use one of the easy-to-use Service Request templates. [Note that some services are billable, and you will be asked for your departmental account where applicable.]
Step 3. Monitor the status of the service on your Home dashboard.
Step 4. Send us your feedback. We use your feedback to improve future user experiences.

Application Overview

✓ Login with your MAC ID at https://IPACS.mcmaster.ca
✓ All users have access to self-service.
✓ Select the service, complete the form and submit the request.
✓ IPACS uses customizable dashboards, so you can find what matters to you.
✓ You can also scan the Knowledge Centre and notify us of issues through the Report an Issue feature.
✓ Submitting new requests and issues is easy with custom user-friendly templates.
✓ Visually review the progress of your open items on the dashboard’s green status bar.

View the most Popular items for easy to complete templates. Click on the icon to select.

- Workspace Bar provides a quick way to access IPACS features.
- Track all of your open items with ease. Remember that the filtering in the “My Items” tab will impact what you see in your dashboard. While you have a manageable list, we suggest you set your items to “All”.

Detailed user documentation for IPACS can be found here: http://www.mcmaster.ca/uts/ipacs/